

PROGRAM SUPPORT COORDINATOR

GRADE: 18

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Program Support Coordinator performs difficult paraprofessional and administrative work in the coordination of program support services. The work requires outside and inside contacts to carry out organizational programs on matters requiring cooperation, explanation and persuasion. The physical work is light in nature requiring some mental effort and stress in performance of the duties. The work is performed under general policies, procedures and practices and usually covered by precedents and general supervisory review. The incumbent participates with others in program development, service delivery and supervision of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Performs system administration function of the CLASS registration system for all end-users and serves as liaison between CLASS users and the Department of Information and Technology.
- Remains on call 24/7 to support internal and external users.
- Manages customer service for account holders, including responding to all of the public's questions related to accessing family accounts and individual ID's.
- Oversees and manages exporting information for the Recreation and Parks Guide brochure, monthly recordings, all system reports and security levels.

- Receives, investigates and, when possible, resolves or refers complaints and inquiries from customers.
- Monitors the processing of Citizen Service Requests.
- Serves as a staff liaison with City employees, other agencies, private groups and community organizations.
- May prepare a division budget.
- Ensures confidentiality of records and correspondence.
- Performs a variety of research and analysis activities with minimal supervision May prepare text, letters, memos, reports etc and conducts files searches.
- May assist and coordinate in a variety of special events, special projects for the Division, Department and City.
- May perform and coordinate a variety of routine and unusual Department services and projects as required.
- Plans, coordinates and manages meetings for staff, citizens, etc. including room reservations, equipment seating, catering, etc.
- May attend meetings as designated by other Department staff.
- Prepares the bi-weekly payroll for the Department
- Supervises and coordinates the work of lower level employees, high school students fulfilling community service hours, temporary employees, volunteers, etc. performing a variety of clerical, administrative, secretarial, bookkeeping, etc. work.
- Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the Department and to meet deadlines.
- Conducts monthly staff meetings with subordinates, addressing training issues and setting customer service priorities.
- May oversee and review a variety of Department accounts, agreements etc.
- Trains department staff on advance word processing and data processing equipment.
- Serves as liaison to various committees, task forces, work groups etc.
- Performs advanced clerical duties utilizing word processing and data processing equipment.
- Screens incoming calls, correspondence and visitors answering questions and. Or routing them as appropriate.
- Sets up and maintains specialized files/record keeping systems.
- Performs a variety of administrative support functions such as planning agendas, gathering materials, taking minutes for various boards and commissions.
- Makes arrangements for local and out of town travel for seminars and conferences as required.
- Performs a variety of other duties as may be required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Office Management, Business Administration or a closely related field and five years experience in office administration and management, including some

experience in program or project management and computer systems.

Preferred Knowledge, Skills and Abilities:

- Knowledge of or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various City departments.
- Knowledge of methods, principles and techniques associated with research, data collection, and report preparation.
- Knowledge of or ability to rapidly acquire knowledge of the City's budget preparation process.
- Knowledge of and advanced skill in the use of word processing systems, data based computer programs and web-based registration systems.
- Skill in dealing effectively with customers, citizens, etc. at all levels.
- Ability to work with, teach and support individuals at all levels.
- Ability to draft correspondence on subjects that may be of a sensitive nature.
- Ability to carry out continuing, multiple and varied assignments requiring exceptional organizational skills, with limited supervision.
- Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to supervise and coordinate the work of personnel engaged in a variety of activities.